



# Communicating with Excellence

## Growth Through Learning

In today's competitive and dynamic healthcare climate, it is critical to develop leadership skills to help team members reach their full potential. Our goal at Philips Healthcare is to educate today's leaders who are transforming tomorrow's healthcare.

### **Philips Leadership Excellence-PLE100**

This program is designed to help participants become more effective communicators, to increase productivity, and improve morale in the workplace. Communication goes far beyond the actual words that you say. More importantly it's how you say it and the non-verbal messages that you send while you're saying it.

In this one day Instructor led course a structure is created that allows participants to accurately assess their current strengths and areas for improvement. This assessment builds a foundation followed by education to match all adult learning styles, with time for lecture, group participation, skill practice, role-play, case studies, and coaching to improve skill levels.

## Communicating with Excellence (PLE100)



### Course objectives.

Upon completion of this course, the participant should be able to:

- Assess their communication skill level
- Comprehend the art of two way communication
- Develop better listening skills
- Understand non-verbal messages they are sending and how to adapt for clearer communication
- Learn to read the non-verbal messages being received
- Develop techniques for projecting a positive verbal message
- Improve their ability to give feedback without judgment
- Utilize techniques to effectively manage voicemail
- Learn how to write clear and concise e-mails
- Create action plans and apply the training to life

### Participants Receive

- Coaching throughout the session
- Written and verbal evaluation of strengths/ areas for improvement
- A workbook/reference manual

### Prerequisite

Completion of the Everything DiSC Workplace Assessment

### Faculty

Training Edge Facilitator  
Philips clinical service specialist

### Locations

Course may be held in Philips central locations in Alpharetta, Georgia; Bothell, Washington; and Cleveland, Ohio. Other locations may be offered.



### For more information

Contact a Philips ultrasound clinical services coordinator at 800-522-7022 and visit our education catalog at

[www.learningconnection.philips.com/ultrasound](http://www.learningconnection.philips.com/ultrasound)

